

Hamilton Relay Internet Protocol Relay Services Complaint Report

6/1/07 to 5/31/08

***External Complaints--
Miscellaneous***

***Inquire Date 6/28/2007
Record ID 9700
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 6/28/2007
Resolution 6/28/2007***

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

***External Complaints--
Miscellaneous***

***Inquire Date 7/9/2007
Record ID 9739
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/9/2007
Resolution 7/9/2007***

Customer stated that when dialing a toll free number through Hamilton Relay Internet, they reached an incorrect recording for their electric company. Customer stated they placed the same call using Sprint Relay and were able to reach the electric company.

Customer Service forwarded information to technical department. The technical department placed test calls to the number given, both direct and through the relay. The recording that the customer stated was incorrect was reached with both types of calls. The technical department investigated and discovered that the CAs were dialing the number that the customer gave. Customer Service e-mailed customer with the information.

***External Complaints--
Miscellaneous***

***Inquire Date 7/18/2007
Record ID 9758
Call Taken By Customer Service
Rep
CA Number 9129
Responded By Jodi
Response Date 7/18/2007
Resolution 7/18/2007***

Customer stated that a CA hung up in the middle of the call.

Customer Service explained that CA number given was not a Hamilton Relay Internet CA and offered customer service numbers to other providers. Customer understood.

***External Complaints--
Miscellaneous***

***Inquire Date 8/10/2007
Record ID 9801
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 8/10/2007
Resolution 8/10/2007***

Customer inquired why they could not connect to 711.com.

Supervisor explained that they had reached Hamilton Relay Internet and directed the customer to 711.com for questions about their service. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 8/16/2007
Record ID 9809
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/16/2007
Resolution 8/16/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 9/28/2007
Record ID 9870
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/28/2007
Resolution 9/28/2007

Customer has been unable to place a call through the buddy name "myiprelay".

Customer Service directed the customer to customer service for "myiprelay". Customer Service also offered the buddy name to access Hamilton Relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 10/2/2007
Record ID 9957
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/20/2007
Resolution 10/20/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 10/15/2007
Record ID 9958
Call Taken By Lead CA
CA Number
Responded By Sue/Tina
Response Date 10/16/2007
Resolution 10/16/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 10/15/2007
Record ID 9990
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/16/2007
Resolution 10/16/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 11/1/2007
Record ID 9995
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/1/2007
Resolution 11/1/2007

Customer stated that during the relay call the cell phone kept cutting out and they did not receive all the message that CA was relaying.

Supervisor apologized and discovered that customer was not using Hamilton Relay Internet. Supervisor directed customer to their Cell Phone provider as well as the Relay provider they used for the call. Customer understood.

**External Complaints--
Miscellaneous**

Inquire Date 11/5/2007
Record ID 9980
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/5/2007
Resolution 11/5/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 11/6/2007
Record ID 9979
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/6/2007
Resolution 11/6/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 11/6/2007
Record ID 9975
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Greg
Response Date 11/6/2007
Resolution 11/9/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 12/14/2007
Record ID 10140
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 12/19/2007
Resolution 12/19/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 12/28/2007
Record ID 10072
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/28/2007
Resolution 12/28/2007

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/2/2008
Record ID 10087
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/2/2008
Resolution 1/2/2008

Customer inquired what wireless features are available to in Canada.

Customer Service explained that Hamilton Relay Wireless is only available in the US. Customer Service stated that if relay becomes aware of a service in Canada we will contact the customer.

**External Complaints--
Miscellaneous**

Inquire Date 1/5/2008
Record ID 10139
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 1/7/2008
Resolution 1/7/2008

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/9/2008
Record ID 10113
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/9/2008
Resolution 1/9/2008

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/23/2008
Record ID 10169
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/23/2008
Resolution 1/23/2008

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 2/1/2008
Record ID 10167
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/3/2008
Resolution 2/3/2008

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

*Inquire Date 2/18/2008
Record ID 10168
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/18/2008
Resolution 2/18/2008*

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

*Inquire Date 2/22/2008
Record ID 10178
Call Taken By Supervisor
CA Number
Responded By Amanda
Response Date 2/22/2008
Resolution 2/22/2008*

Customer has been receiving an error message that states "For US or Domestic use only."

Customer Service explained why customer would receive this error and directed customer to their internet provider. Customer was satisfied.

**External Complaints--
Miscellaneous**

*Inquire Date 3/1/2008
Record ID 10220
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 3/10/2008
Resolution 5/31/08*

Customer stated they are unable to make an Internet Relay call.

Supervisor acquired information and stated Customer Service would return a call. Customer Service has attempted to contact the customer both by phone and through e-mail but there has been no response.

**Service Complaints--CA
Accuracy/Spelling/Verbatim**

*Inquire Date 7/21/2007
Record ID 9797
Call Taken By Lead CA
CA Number 5235
Responded By Ebony
Response Date 7/21/2007
Resolution 7/21/2007*

Customer stated that CA had poor typing and spelling.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM with 96 % accuracy. CA continues to be monitored frequently.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

Customer stated that CA did not relay all of conversation that was typed. Customer stated that she could not hear the CA typing through most of the call.

***Inquire Date 3/28/2008
Record ID 10276
Call Taken By Supervisor
CA Number 1382
Responded By Shawna
Response Date 3/28/2008
Resolution 3/28/2008***

Supervisor at the workstation apologized and assured the customer that the entire conversation had been relayed. Supervisor explained that the CA was on mute so the typing could not be heard. Customer was satisfied.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA hung up on their call. Customer refused to share personal contact information including their telephone number.

***Inquire Date 10/30/2007
Record ID 9918
Call Taken By Supervisor
CA Number
Responded By Linda/Tina
Response Date 10/31/2007
Resolution 11/5/2007***

Supervisor attempted to acquire additional call information, but customer refused. Supervisor forwarded the call information to the technical department. The technical department discovered that the call did not process through Hamilton Relay Internet. Customer Service was unable to notify the customer of the findings.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA hung up during a call.

***Inquire Date 2/25/2008
Record ID 10198
Call Taken By Customer Service
Rep
CA Number 9125
Responded By Tina
Response Date 2/26/2008
Resolution 2/26/2008***

Customer Service forwarded call information to the technical department. The technical department discovered customer was disconnected due to no response from customer. Customer Service e-mailed customer that CA followed proper procedure.

***Service Complaints--CA Hung
Up on Caller***

Customer stated that the CA hung up during their call and was going to report this issue to the FCC.

***Inquire Date 2/26/2008
Record ID 10200
Call Taken By Lead CA
CA Number 6331
Responded By Linda/Tina
Response Date 2/27/2008
Resolution 2/27/2008***

Lead CA apologized to customer and forwarded information to the technical department. The technical department discovered the CA did disconnect the customer. CA was counseled and customer was notified.

***Service Complaints--CA
Misdialed Number***

***Inquire Date 9/13/2007
Record ID 9871
Call Taken By At Work Station
CA Number 1341
Responded By Shaunna
Response Date 9/13/2007
Resolution 9/13/2007***

Customer stated that the CA did not dial the correct number.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Typing

***Inquire Date 11/25/2007
Record ID 9986
Call Taken By Supervisor
CA Number 5235
Responded By Ebony
Response Date 11/25/2007
Resolution 11/25/2007***

Customer stated they were unable to read the conversation due to typing errors.

Supervisor apologized to the customer and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 98% accuracy. CA continues to be monitored frequently.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 6/1/2007
Record ID 9688
Call Taken By Supervisor
CA Number 5338
Responded By Jody/Tina
Response Date 6/14/2007
Resolution 6/19/2007***

Customer stated that CA did not follow correct procedures while processing a call through Hamilton Relay Wireless.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 8/31/2007
Record ID 9853
Call Taken By Lead CA
CA Number 6388
Responded By Abbig/Tina
Response Date 9/7/2007
Resolution 9/7/2007***

Customer stated that the CA refused to process their call.

Lead CA acquired call information and forwarded to the technical department. The technical department discovered that the call had not been handled through Hamilton Relay Internet. Customer was notified.

***Service Complaints--Didn't
Follow Policy/Procedure***

*Inquire Date 12/8/2007
Record ID 10053
Call Taken By Customer Service
Rep
CA Number 1110
Responded By Tina
Response Date 12/10/2007
Resolution 12/10/2007*

Customer stated that CA refused to process a 2LVCO call through Hamilton Relay Internet.

Customer Service apologized and stated that the CA would be counseled. CA was a trainee and was trained again on this procedure. Customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

*Inquire Date 1/20/2008
Record ID 10089
Call Taken By Customer Service
Rep
CA Number 9107
Responded By Tina
Response Date 1/21/2008
Resolution 1/21/2008*

Customer stated that CA was unfamiliar with 2LVCO and refused to process the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

*Inquire Date 3/4/2008
Record ID 10223
Call Taken By Customer Service
Rep
CA Number 5424 & 5407
Responded By Tina
Response Date 3/6/2008
Resolution 3/6/2008*

Customer stated that CAs did not follow proper procedure when placing a 2LVCO call through Internet Relay.

Customer Service apologized and stated CAs would be counseled. CAs were counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/2/2007
Record ID 9678
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/12/2007
Resolution 6/12/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/7/2007
Record ID 9682
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/7/2007
Resolution 6/7/2007***

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/7/2007
Record ID 9681
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/7/2007
Resolution 6/7/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/8/2007
Record ID 9705
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 6/8/2007
Resolution 6/8/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/13/2007
Record ID 9677
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/13/2007
Resolution 6/13/2007***

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/13/2007
Record ID 9679
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/13/2007
Resolution 6/13/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/13/2007
Record ID 9680
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/13/2007
Resolution 6/13/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/14/2007
Record ID 9704
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/14/2007
Resolution 6/14/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/15/2007
Record ID 9703
Call Taken By Customer Service
Rep
CA Number
Responded By Michelle
Response Date 6/15/2007
Resolution 6/15/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/16/2007
Record ID 9713
Call Taken By At Work Station
CA Number 5102
Responded By Derek
Response Date 6/16/2007
Resolution 6/16/2007***

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/16/2007
Record ID 9714
Call Taken By Supervisor
CA Number 5100
Responded By Derek
Response Date 6/16/2007
Resolution 6/16/2007***

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/16/2007
Record ID 9715
Call Taken By Supervisor
CA Number 5359
Responded By Derek
Response Date 6/16/2007
Resolution 6/16/2007***

Customer has been receiving harassing telephone calls.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/19/2007
Record ID 9708
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/19/2007
Resolution 6/19/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/19/2007
Record ID 9716
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/19/2007
Resolution 6/19/2007*

Customer has been receiving harassing telephone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/20/2007
Record ID 9707
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 6/20/2007
Resolution 6/20/2007*

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/21/2007
Record ID 9717
Call Taken By Supervisor
CA Number 6167
Responded By Michelle
Response Date 6/21/2007
Resolution 6/21/2007*

Customer has been receiving harassing telephone calls.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from Sprint Internet Relay Service, Supervisor gave the appropriate customer service number for the other provider to the customer. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 6/22/2007
Record ID 9690
Call Taken By Lead CA
CA Number
Responded By Jason/Tina
Response Date 6/22/2007
Resolution 6/22/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA acquired information and stated that Customer Service would return a call. Customer Service returned a call to the customer. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/23/2007
Record ID 9711
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/23/2007
Resolution 6/23/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/28/2007
Record ID 9709
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/28/2007
Resolution 6/28/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/29/2007
Record ID 9706
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 6/29/2007
Resolution 6/8/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/29/2007
Record ID 9712
Call Taken By Lead CA
CA Number
Responded By Barbara
Response Date 6/29/2007
Resolution 6/29/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/30/2007
Record ID 9710
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 6/30/2007
Resolution 6/30/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/3/2007
Record ID 9722
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/3/2007
Resolution 7/3/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/3/2007
Record ID 9721
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/3/2007
Resolution 7/3/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/4/2007
Record ID 9720
Call Taken By Supervisor
CA Number
Responded By Jason/Tina
Response Date 7/5/2007
Resolution 7/5/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/4/2007
Record ID 9719
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/4/2007
Resolution 7/4/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court.

Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/4/2007
Record ID 9723
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/4/2007
Resolution 7/4/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/8/2007
Record ID 9740
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/8/2007
Resolution 7/8/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court.

Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/9/2007
Record ID 9741
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/9/2007
Resolution 7/9/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/12/2007
Record ID 9753
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/12/2007
Resolution 7/12/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/13/2007
Record ID 9754
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/13/2007
Resolution 7/13/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/14/2007
Record ID 9757
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 7/16/2007
Resolution 7/16/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Lead CA acquired information and stated that Customer Service would return a call. Customer Service returned a call to customer and there is no one by that name that lives in the home.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/14/2007
Record ID 9768
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/16/2007
Resolution 7/16/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/16/2007
Record ID 9755
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/16/2007
Resolution 7/16/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/16/2007
Record ID 9756
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/16/2007
Resolution 7/16/2007***

Customer has been receiving harassing telephone calls through i711.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/17/2007
Record ID 9769
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/17/2007
Resolution 7/17/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/18/2007
Record ID 9780
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/18/2007
Resolution 7/18/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/18/2007
Record ID 9770
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/18/2007
Resolution 7/18/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/20/2007
Record ID 9771
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 7/20/2007
Resolution 7/20/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/23/2007
Record ID 9772
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 7/23/2007
Resolution 7/23/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/23/2007
Record ID 9776
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/23/2007
Resolution 7/23/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/24/2007
Record ID 9773
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/24/2007
Resolution 7/24/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/25/2007
Record ID 9775
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/25/2007
Resolution 7/25/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/26/2007
Record ID 9777
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/26/2007
Resolution 7/26/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/27/2007
Record ID 9779
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/27/2007
Resolution 7/27/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/27/2007
Record ID 9782
Call Taken By Customer Service
Rep
CA Number
Responded By Ellen
Response Date 7/27/2007
Resolution 7/27/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/30/2007
Record ID 9778
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/30/2007
Resolution 7/30/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/31/2007
Record ID 9781
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 7/31/2007
Resolution 7/31/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/31/2007
Record ID 9774
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 7/31/2007
Resolution 7/31/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/1/2007
Record ID 9828
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/1/2007
Resolution 8/1/2007***

Customer has been receiving harassing telephone calls but was not sure which relay service the calls were from.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/4/2007
Record ID 9824
Call Taken By Supervisor
CA Number
Responded By Brenda
Response Date 8/4/2007
Resolution 8/4/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/4/2007
Record ID 9825
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 8/4/2007
Resolution 8/4/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/5/2007
Record ID 9818
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/5/2007
Resolution 8/5/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 8/6/2007
Record ID 9823
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/6/2007
Resolution 8/6/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 8/7/2007
Record ID 9826
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/7/2007
Resolution 8/7/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 8/8/2007
Record ID 9830
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/8/2007
Resolution 8/8/2007*

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 8/9/2007
Record ID 9803
Call Taken By Operations Mgr
CA Number
Responded By Barb
Response Date 8/9/2007
Resolution 8/9/2007*

Customer received a call from the FTC warning them to beware of fraudulent calls taking place through relay services. Customer wanted some information from the relay in regards of what to look for or to be aware of on relay calls that maybe considered suspicious.

Relay Manager faxed information to the customer. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/10/2007
Record ID 9827
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/10/2007
Resolution 8/10/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/15/2007
Record ID 9822
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/15/2007
Resolution 8/15/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/15/2007
Record ID 9796
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/15/2007
Resolution 8/15/2007***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/16/2007
Record ID 9817
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/16/2007
Resolution 8/16/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/24/2007
Record ID 9816
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/24/2007
Resolution 8/24/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/24/2007
Record ID 9829
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/24/2007
Resolution 8/24/2007***

Customer has been receiving harassing telephone calls through another relay service.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Supervisor directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/25/2007
Record ID 9821
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 8/25/2007
Resolution 8/25/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/30/2007
Record ID 9820
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 8/30/2007
Resolution 8/30/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/31/2007
Record ID 9819
Call Taken By Customer Service
Rep
CA Number
Responded By Ellen
Response Date 8/31/2007
Resolution 8/31/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/2/2007
Record ID 9888
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/2/2007
Resolution 9/2/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/4/2007
Record ID 9906
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/5/2007
Resolution 9/5/2007***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/5/2007
Record ID 9904
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/5/2007
Resolution 9/5/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/7/2007
Record ID 9893
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/7/2007
Resolution 9/7/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/7/2007
Record ID 9905
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/7/2007
Resolution 9/7/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/7/2007
Record ID 9894
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/7/2007
Resolution 9/7/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/10/2007
Record ID 9907
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 9/10/2007
Resolution 9/10/2007***

Customer has been receiving harassing telephone calls through another relay service.

Lead CA explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Lead CA directed customer to the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 9/13/2007
Record ID 9892
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/13/2007
Resolution 9/13/2007*

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 9/13/2007
Record ID 9902
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/13/2007
Resolution 9/13/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 9/13/2007
Record ID 9900
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/13/2007
Resolution 9/13/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 9/13/2007
Record ID 9899
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/13/2007
Resolution 9/13/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/13/2007
Record ID 9903
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/13/2007
Resolution 9/13/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/15/2007
Record ID 9891
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/15/2007
Resolution 9/15/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/18/2007
Record ID 9889
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/19/2007
Resolution 9/19/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/19/2007
Record ID 9901
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/19/2007
Resolution 9/19/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/21/2007
Record ID 9898
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/21/2007
Resolution 9/21/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/24/2007
Record ID 9897
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/24/2007
Resolution 9/24/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/25/2007
Record ID 9890
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/25/2007
Resolution 9/25/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/26/2007
Record ID 9896
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/26/2007
Resolution 9/26/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 9/30/2007
Record ID 9895
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 9/30/2007
Resolution 9/30/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/3/2007
Record ID 9972
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/3/2007
Resolution 10/3/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/4/2007
Record ID 9912
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 10/4/2007
Resolution 10/4/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/5/2007
Record ID 9959
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/5/2007
Resolution 10/5/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service explained about the relay and how the calls are processed through Hamilton Relay Internet. Customer Service directed customer to local authorities if calls continue. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/8/2007
Record ID 9966
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/8/2007
Resolution 10/8/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/8/2007
Record ID 9965
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/8/2007
Resolution 10/8/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/8/2007
Record ID 9962
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/8/2007
Resolution 10/8/2007*

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/8/2007
Record ID 9964
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/8/2007
Resolution 10/8/2007*

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/9/2007
Record ID 9963
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 10/9/2007
Resolution 10/9/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/11/2007
Record ID 9967
Call Taken By Supervisor
CA Number
Responded By Drek
Response Date 10/11/2007
Resolution 10/11/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/11/2007
Record ID 9961
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/11/2007
Resolution 10/11/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/15/2007
Record ID 9914
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/15/2007
Resolution 10/15/2007***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/15/2007
Record ID 9913
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/15/2007
Resolution 10/15/2007***

Customer has been receiving harassing telephone calls but is unsure of which service is being used.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/17/2007
Record ID 9973
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/17/2007
Resolution 10/17/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/18/2007
Record ID 9974
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/18/2007
Resolution 10/18/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/18/2007
Record ID 9968
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/18/2007
Resolution 10/18/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/19/2007
Record ID 9969
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/19/2007
Resolution 10/19/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/21/2007
Record ID 9971
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 10/21/2007
Resolution 10/21/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/28/2007
Record ID 9960
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 10/28/2007
Resolution 10/28/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/30/2007
Record ID 9970
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/30/2007
Resolution 10/30/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/1/2007
Record ID 10010
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/1/2007
Resolution 11/1/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/2/2007
Record ID 10008
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/5/2007
Resolution 11/5/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/4/2007
Record ID 9997
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/5/2007
Resolution 11/5/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/5/2007
Record ID 10011
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/5/2007
Resolution 11/5/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/5/2007
Record ID 9998
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 11/5/2007
Resolution 11/5/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/6/2007
Record ID 10009
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/6/2007
Resolution 11/6/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/9/2007
Record ID 10012
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/9/2007
Resolution 11/9/2007***

Customer has been receiving harassing telephone calls but is unsure of which service is being used.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert the relay of this issue. It is not known if this call was placed through Hamilton Relay Internet or another Internet Relay Provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local authorities. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/10/2007
Record ID 10004
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 11/10/2007
Resolution 11/10/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/13/2007
Record ID 9104
Call Taken By Customer Service
Rep
CA Number 9613
Responded By Babs
Response Date 11/13/2006
Resolution 11/13/2006***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/14/2007
Record ID 10002
Call Taken By Supervisor
CA Number
Responded By Megan
Response Date 11/14/2007
Resolution 11/14/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/14/2007
Record ID 10003
Call Taken By Lead CA
CA Number
Responded By Sarah
Response Date 11/14/2007
Resolution 11/14/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/15/2007
Record ID 10005
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/15/2007
Resolution 11/15/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/16/2007
Record ID 10007
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/16/2007
Resolution 11/16/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/20/2007
Record ID 10006
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/20/2007
Resolution 11/20/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/25/2007
Record ID 10001
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 11/25/2007
Resolution 11/25/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/25/2007
Record ID 9999
Call Taken By Supervisor
CA Number
Responded By Jodi
Response Date 11/25/2007
Resolution 11/25/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/27/2007
Record ID 10000
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/27/2007
Resolution 11/27/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/3/2007
Record ID 10081
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/3/2007
Resolution 12/3/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/6/2007
Record ID 10080
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 12/6/2007
Resolution 12/6/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/18/2007
Record ID 10082
Call Taken By Customer Service
Rep
CA Number
Responded By Ellen
Response Date 12/18/2007
Resolution 12/18/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 12/31/2007
Record ID 10083
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/31/2007
Resolution 12/31/2007***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/2/2008
Record ID 10130
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/2/2008
Resolution 1/2/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/3/2008
Record ID 10129
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/3/2008
Resolution 1/3/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/6/2008
Record ID 10121
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/6/2008
Resolution 1/6/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/7/2008
Record ID 9994
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/7/2008
Resolution 1/7/2008***

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/7/2008
Record ID 10128
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/7/2008
Resolution 1/7/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/8/2008
Record ID 10127
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/8/2008
Resolution 1/8/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/14/2008
Record ID 10132
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/14/2008
Resolution 1/14/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/14/2008
Record ID 10133
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/14/2008
Resolution 1/14/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/16/2008
Record ID 10124
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 1/16/2008
Resolution 1/16/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/16/2008
Record ID 10125
Call Taken By Supervisor
CA Number
Responded By Heidi
Response Date 1/16/2008
Resolution 1/16/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/17/2008
Record ID 10122
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/17/2008
Resolution 1/17/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/17/2008
Record ID 10126
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 1/17/2008
Resolution 1/17/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/18/2008
Record ID 10131
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/18/2008
Resolution 1/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/18/2008
Record ID 10120
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/18/2008
Resolution 1/18/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/20/2008
Record ID 10118
Call Taken By Supervisor
CA Number
Responded By Amanda
Response Date 1/20/2008
Resolution 1/20/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company to report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/20/2008
Record ID 10119
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/2/2008
Resolution 1/2/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/22/2008
Record ID 10134
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/22/2008
Resolution 1/22/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/23/2008
Record ID 10136
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/23/2008
Resolution 1/23/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/24/2008
Record ID 10135
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/24/2008
Resolution 1/24/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/25/2008
Record ID 10137
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/25/2008
Resolution 1/25/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/30/2008
Record ID 10138
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 1/30/2008
Resolution 1/30/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/31/2008
Record ID 10123
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/31/2008
Resolution 1/31/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/1/2008
Record ID 10184
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/1/2008
Resolution 2/1/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/4/2008
Record ID 10192
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/4/2008
Resolution 2/4/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/5/2008
Record ID 10196
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/5/2008
Resolution 2/5/2008*

Customer has been receiving harassing telephone calls through another relay service.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling to alert relay of this issue. Because the customer stated that calls were coming from another Internet Relay Service, Customer Service directed customer the other provider. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/11/2008
Record ID 10191
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/11/2008
Resolution 2/11/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/12/2008
Record ID 10195
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/12/2008
Resolution 2/12/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/13/2008
Record ID 10190
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/13/2008
Resolution 2/13/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/15/2008
Record ID 10142
Call Taken By Supervisor
CA Number
Responded By Michelle/Diane
Response Date 2/15/2008
Resolution 2/15/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/15/2008
Record ID 10189
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/15/2008
Resolution 2/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/16/2008
Record ID 10182
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 2/16/2008
Resolution 2/16/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/17/2008
Record ID 10183
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/17/2008
Resolution 2/17/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2008
Record ID 10181
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/19/2008
Resolution 2/19/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2008
Record ID 10180
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/19/2008
Resolution 2/19/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2008
Record ID 10194
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/19/2008
Resolution 2/19/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/19/2008
Record ID 10193
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/19/2008
Resolution 2/19/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/20/2008
Record ID 10215
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 2/20/2008
Resolution 2/20/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Assistant Operations Manager explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company to report the incident to law enforcement. Assistant Operations Manager explained that if the customer contact law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/21/2008
Record ID 10179
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/21/2008
Resolution 2/21/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/21/2008
Record ID 10185
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 2/21/2008
Resolution 2/21/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/21/2008
Record ID 10188
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/21/2008
Resolution 2/21/2008*

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/22/2008
Record ID 10186
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/22/2008
Resolution 2/22/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/22/2008
Record ID 10187
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/22/2008
Resolution 2/22/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/25/2008
Record ID 10217
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/25/2008
Resolution 2/25/2008*

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/25/2008
Record ID 10218
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/25/2008
Resolution 2/25/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/27/2008
Record ID 10216
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/27/2008
Resolution 2/27/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/28/2008
Record ID 10219
Call Taken By Lead CA
CA Number
Responded By Khohg/Tina
Response Date 3/3/2008
Resolution 3/3/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/7/2008
Record ID 10260
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/7/2008
Resolution 3/7/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/10/2008
Record ID 10259
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/10/2008
Resolution 3/10/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/11/2008
Record ID 10262
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/11/2008
Resolution 3/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/11/2008
Record ID 10261
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/11/2008
Resolution 3/11/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/19/2008
Record ID 10263
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/19/2008
Resolution 3/19/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/20/2008
Record ID 10264
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/20/2008
Resolution 3/20/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/23/2008
Record ID 10255
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/23/2008
Resolution 3/23/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/24/2008
Record ID 10256
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/24/2008
Resolution 3/24/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2008
Record ID 10275
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/27/2008
Resolution 3/27/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2008
Record ID 10257
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/27/2008
Resolution 3/27/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/27/2008
Record ID 10258
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/27/2008
Resolution 3/27/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/30/2008
Record ID 10272
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 3/30/2008
Resolution 3/30/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Lead CA explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customers contact law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/31/2008
Record ID 10274
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/31/2008
Resolution 3/31/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 3/31/2008
Record ID 10273
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/31/2008
Resolution 3/31/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/3/2008
Record ID 10294
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/3/2008
Resolution 4/3/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/8/2008
Record ID 10292
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 4/8/2008
Resolution 4/8/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Supervisor explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/10/2008
Record ID 10293
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/10/2008
Resolution 4/10/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/14/2008
Record ID 10315
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/15/2008
Resolution 4/15/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/16/2008
Record ID 10309
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/16/2008
Resolution 4/16/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/18/2008
Record ID 10311
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/18/2008
Resolution 4/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/18/2008
Record ID 10310
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/18/2008
Resolution 4/18/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/20/2008
Record ID 10316
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/21/2008
Resolution 4/21/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/21/2008
Record ID 10295
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/21/2008
Resolution 4/21/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/21/2008
Record ID 10308
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/21/2008
Resolution 4/21/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/22/2008
Record ID 10317
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/23/2008
Resolution 4/23/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/27/2008
Record ID 10314
Call Taken By Supervisor
CA Number
Responded By Michelle
Response Date 4/27/2008
Resolution 4/27/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/27/2008
Record ID 10313
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 4/27/2008
Resolution 4/27/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 4/29/2008
Record ID 10312
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/29/2008
Resolution 4/29/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/6/2008
Record ID 10340
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/6/2008
Resolution 5/6/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/8/2008
Record ID 10338
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/9/2008
Resolution 5/9/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/9/2008
Record ID 10337
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Diane
Response Date 5/9/2008
Resolution 5/9/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/12/2008
Record ID 10342
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/12/2008
Resolution 5/12/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/15/2008
Record ID 10343
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/15/2008
Resolution 5/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/15/2008
Record ID 10341
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 5/15/2008
Resolution 5/15/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/20/2008
Record ID 10339
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/20/2008
Resolution 5/20/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/22/2008
Record ID 10347
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/22/2008
Resolution 5/22/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/23/2008
Record ID 10346
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/27/2008
Resolution 5/27/2008***

Customer has been receiving harassing telephone calls and requested their number be blocked.

Customer Service explained to the customer that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 5/30/2008
Record ID 10366
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/30/2008
Resolution 5/30/2008***

Customer has been receiving harassing telephone calls and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the court. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 9/20/2007
Record ID 9887
Call Taken By Operations Mgr
CA Number 5022
Responded By Diane
Response Date 9/20/2007
Resolution 9/20/2007***

Customer stated that the Supervisor disconnected when the customer inquired about the call they had just received.

Assistant Operations Manager apologized and discovered that the Supervisor was protecting the CA role. Supervisor also directed the customer to Customer Service to be able to further explain the procedure. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 12/26/2007
Record ID 10055
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/26/2007
Resolution 12/26/2007***

Customer requested Spanish to English translation.

Customer Service explained that Spanish to English translation was not available through Internet Relay and directed customer to their state relay provider. Customer understood.

***Service Complaints--
Miscellaneous***

***Inquire Date 12/28/2007
Record ID 10059
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/28/2007
Resolution 12/28/2007***

Customer stated that CA did not dial the number given through Internet Relay.

Customer Service e-mailed customer for further explanation and a CA number. There has been no further response from customer.

***Service Complaints--
Miscellaneous***

Customer stated that the CA installed software on their computer during the process of a relay call.

*Inquire Date 1/22/2008
Record ID 10096
Call Taken By Supervisor
CA Number
Responded By Kerry
Response Date 1/22/2008
Resolution 1/20/2008*

Supervisor explained that the CA does not have the capability of installing software. Customer understood.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

Customer stated that CA voiced too quickly when leaving an answering machine message and was unable to understand the whole message.

*Inquire Date 10/25/2007
Record ID 9916
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/25/2007
Resolution 5/31/08*

Customer Service apologized and requested the CA number so they could be counseled. Customer stated they would call back with the information. There has been no return call from customer.

***Service Complaints--Poor Vocal
Clarity/Enuciation***

Customer stated that the CA spoke too quickly when leaving an answering machine message and the message was not understandable. Customer requested the information that was left during the message.

*Inquire Date 2/11/2008
Record ID 10173
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 2/11/2008
Resolution 2/11/2008*

Lead CA apologized and explained that due to confidentiality laws the relay is not allowed to keep records of conversations. Customer understood.

***Technical Complaints--Line
Disconnected***

Customer stated that they got disconnected in the middle of their call.

*Inquire Date 8/7/2007
Record ID 9804
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/7/2007
Resolution 8/7/2007*

Customer Service forwarded information to the technical department. The technical department was unable to discover an issue. Customer Service contacted customer for additional information and customer stated that there was no longer an issue. Customer was satisfied.

**Technical Complaints--Line
Disconnected**

Inquire Date 8/10/2007
Record ID 9802
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/10/2007
Resolution 8/10/2007

Customer stated that they got disconnected in the middle of their call.

Customer Service forwarded the information to the technical department. The technical department was unable to discover an issue. Customer Service contacted customer for additional information and customer stated that there was no longer an issue. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 6/8/2007
Record ID 9683
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/8/2007
Resolution 6/8/2007

Customer inquired why a VCO call could not be placed through Hamilton Relay Internet. Customer felt that is was discriminating to have to use 2LVCO.

Customer Service apologized and stated that relay equipment does not allow to change the connection to VCO. Customer attempted to explain 2LVCO, but customer hung up.

**Technical Complaints--
Miscellaneous**

Inquire Date 6/12/2007
Record ID 9724
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/13/2007
Resolution 6/13/2007

Customer inquired how to make a call to Jamaica.

Customer Service provided the 800 number to place international calls through Hamilton Relay. Customer understood.

**Technical Complaints--
Miscellaneous**

Inquire Date 6/14/2007
Record ID 9731
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/28/2007
Resolution

Customer continues to have an issue with their screen freezing up and has been unable to connect to the relay properly.

Customer Service apologized and informed customer of the new version of InspireChat, but customer stated that the new version had been loaded on their computer and the issue has continued. Customer Service forwarded information to the technical department. The technical department believes the issue is with the customer's PC settings. However, this has yet to come to final resolution.

**Technical Complaints--
Miscellaneous**

Customer continues to have an issue with their screen freezing up and has been unable to connect to the relay properly.

*Inquire Date 6/28/2007
Record ID 9732
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 6/28/2007
Resolution*

Customer Service apologized and informed customer of the new version of InspireChat, but customer stated that the new version had been loaded on their computer and the issue has continued. Customer Service forwarded information to the technical department. The technical department believes the issue is with the customer's PC settings. However, this has yet to come to final resolution.

**Technical Complaints--
Miscellaneous**

Customer has a Linux operating system on their computer and is unable to run InspireChat.

*Inquire Date 10/10/2007
Record ID 9939
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/11/2007
Resolution 10/11/2007*

Customer Service apologized to customer and stated that right now Windows is the only operating system that InspireChat will work on, but did explain to customer about the AIM calling. Customer understood.

**Technical Complaints--
Miscellaneous**

Customer stated that the place a call button is no longer available on Hamilton's home page and stated that a complaint would be filed with the FCC.

*Inquire Date 2/28/2008
Record ID 10224
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 3/7/2008
Resolution 3/7/2008*

Customer Service apologized and forwarded their concerns to the management staff. Customer Service offered to assist the customer to set up InspireChat on their computer so they would have the quick access to their desktop icon. Customer refused.

**Technical Complaints--
Miscellaneous**

Customer stated they are unable to place a toll free call using InspireChat.

*Inquire Date 3/8/2008
Record ID 10221
Call Taken By Supervisor
CA Number
Responded By Shawna/Tina
Response Date 3/10/2008
Resolution*

Supervisor apologized and forwarded information to the technical department. Technical department is aware of this issue and working on a resolution.

**Technical Complaints--
Miscellaneous**

Customer had questions as they are unable to complete the Google Talk VOTA registration. Customer is receiving the "US and domestic only" message and then after clicking on the IP verification nothing occurs.

**Inquire Date 4/22/2008
Record ID 10349
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/22/2008
Resolution 4/22/2008**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer had not clicked on the link in the verification email to enable the service. Customer Service notified the customer to explain the steps necessary to complete their verification.

**Technical Complaints--
Miscellaneous**

Customer had registered for VOTA, but has not received a reply with their toll free number. Customer has called twice to inquire status.

**Inquire Date 5/21/2008
Record ID 10350
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 5/21/2008
Resolution 5/21/2008**

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer had the pop up blocker enabled which did not allow their verification to process. Customer Service notified the customer to explain the steps necessary to process their verification.